CONSOLIDATED HELP DESK ACTIVITY REPORT
1 – 30 SEPTEMBER 2003

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

95   IDHS CHD New Tickets Logged

5	Broadsword New Tickets Logged	36	ISSE New Tickets Logged
29	JEDI / AFDI New Tickets Logged	1	JEDI / CSE-SS New Tickets Logged
1	JEDI / JEDI New Tickets Logged	1	JTT / ITS New Tickets Logged
18	JTT / JTT New Tickets Logged	4	Other New Tickets Logged

25   IDHS CHD Brought Forward

2	Broadsword Tickets Brought Forward	8	ISSE Tickets Brought Forward
10	JEDI / AFDI Tickets Brought Forward	3	JEDI / CSE-SS Tickets Brought Forward
1	JEDI / JEDI Tickets Brought Forward	0	JTT / ITS Tickets Brought Forward
1	JTT / JTT Tickets Brought Forward	0	Other Tickets Brought Forward

120   IDHS CHD Tickets Worked

7	Broadsword Tickets Worked	44	ISSE Tickets Worked
39	JEDI / AFDI Tickets Worked	4	JEDI / CSE-SS Tickets Worked
2	JEDI / JEDI Tickets Worked	1	JTT / ITS Tickets Worked
19	JTT / JTT Tickets Worked	4	Other Tickets Worked

89   IDHS CHD Tickets Completed

5	Broadsword Tickets Completed	31	ISSE Tickets Completed
29	JEDI / AFDI Tickets Completed	3	JEDI / CSE-SS Tickets Completed
2	JEDI / JEDI Tickets Completed	1	JTT / ITS Tickets Completed
14	JTT / JTT Tickets Completed	4	Other Tickets Completed

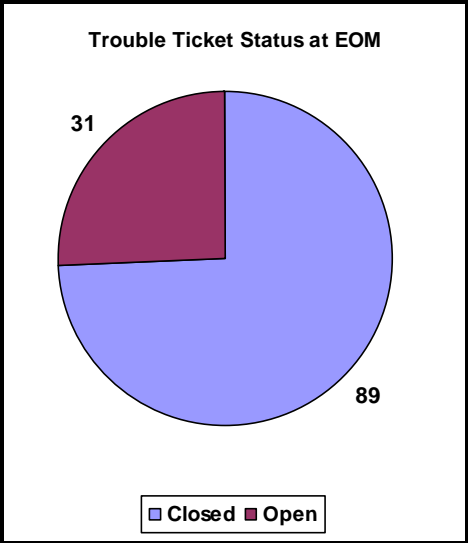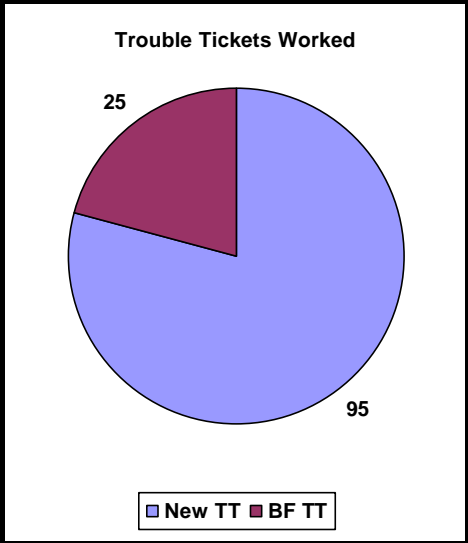### 31   IDHS CHD Remaining Open

2	Broadsword Tickets Remaining Open	13	ISSE Tickets Remaining Open
10	JEDI / AFDI Tickets Remaining Open	1	JEDI / CSE-SS Tickets Remaining Open
0	JEDI / JEDI Tickets Remaining Open	0	JTT / ITS Tickets Remaining Open
5	JTT / JTT Tickets Remaining Open	0	Other Tickets Remaining Open

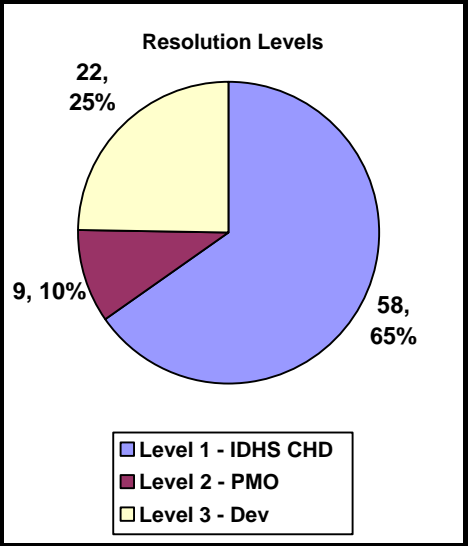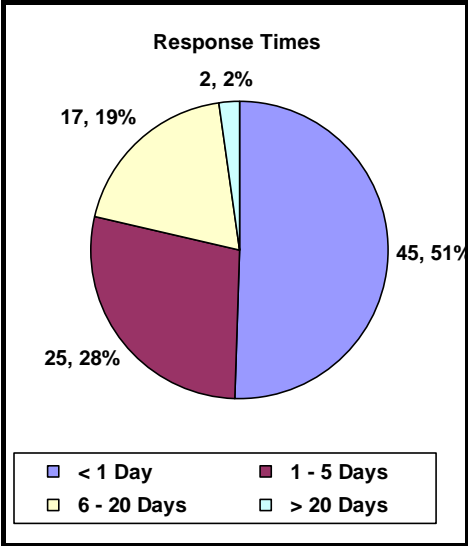| RESPONSE TIMES:	Less than 1 WORK DAY	1 TO 5 WORK DAYS	6 TO 20 WORK DAYS	More than 20 WORK DAYS
BSWD	1	2	2	0
ISSE	18	10	3	0
JEDI / AFDI	12	8	7	2
JEDI / CSE-SS	0	1	2	0
JEDI / JEDI	1	0	1	0
JTT / ITS	1	0	0	0
JTT / JTT	10	2	2	0
Other	2	2	0	0
Total CHD	45	25	17	2

IDHS CHD OVERALL

95   New Tickets Logged
25   Tickets Brought Forward
120   Tickets Worked
89   Tickets Completed
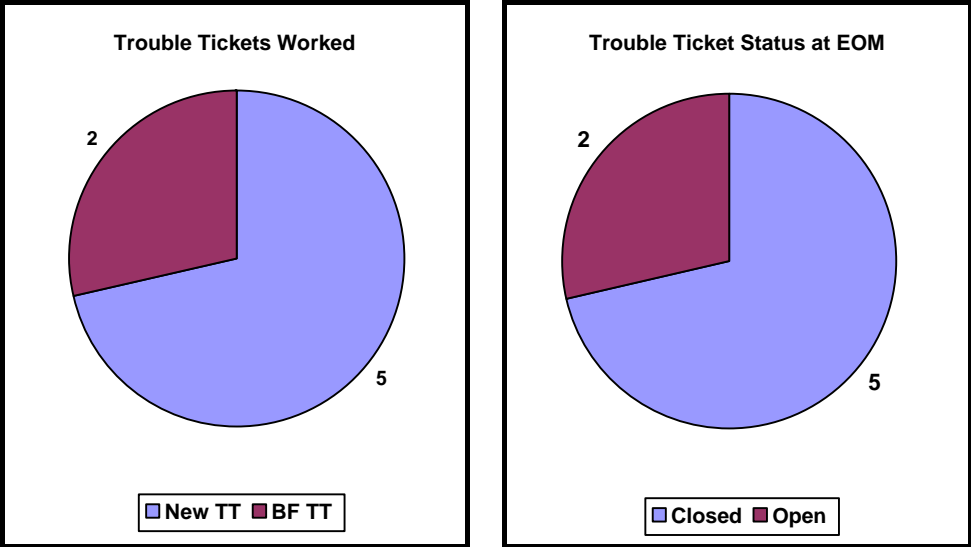31   Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

25

95

☐ New TT ■ BF TT

Trouble Ticket Status at EOM

31

89

☐ Closed ■ Open

Metrics on Closed Tickets:

Response Times

2, 2%

17, 19%

45, 51%

25, 28%

☐ < 1 Day   ■ 1 - 5 Days
☐ 6 - 20 Days   ☐ > 20 Days

Resolution Levels

22, 25%

9, 10%

58, 65%

☐ Level 1 - IDHS CHD
■ Level 2 - PMO
☐ Level 3 - Dev

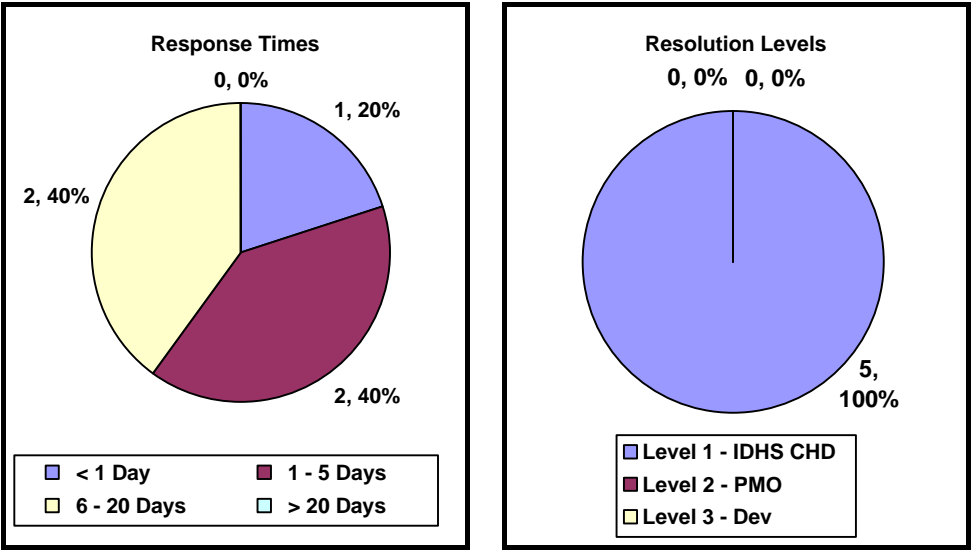## BROADSWORD

5   New Tickets Logged
2   Tickets Brought Forward
7   Tickets Worked
5   Tickets Completed
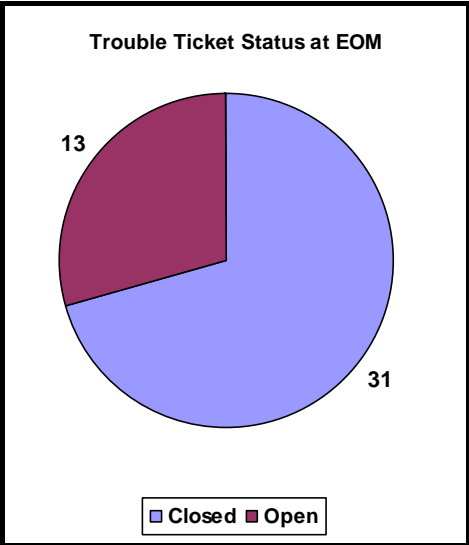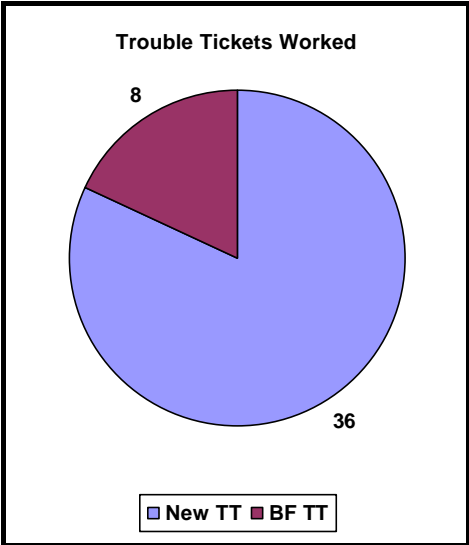2   Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

2

5

Legend: ☐ New TT ■ BF TT

Trouble Ticket Status at EOM

2

5

Legend: ☐ Closed ■ Open

Metrics on Closed Tickets:

Response Times

0, 0%

1, 20%

2, 40%

2, 40%

Legend: ☐ < 1 Day   ■ 1 - 5 Days   ☐ 6 - 20 Days   ☐ > 20 Days

Resolution Levels

0, 0%   0, 0%

5, 100%

Legend: ☐ Level 1 - IDHS CHD   ■ Level 2 - PMO   ☐ Level 3 - Dev
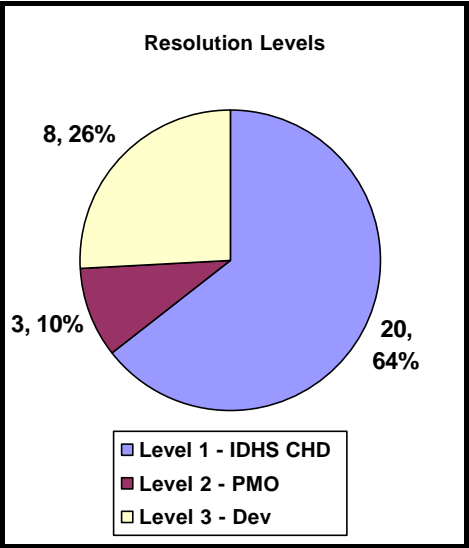
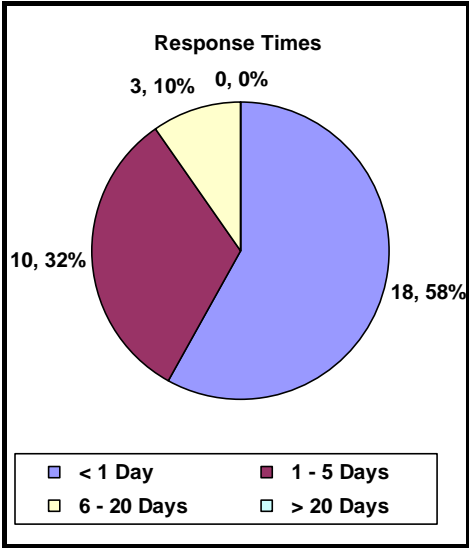# ISSE

36   New Tickets Logged
8   Tickets Brought Forward
44   Tickets Worked
31   Tickets Completed
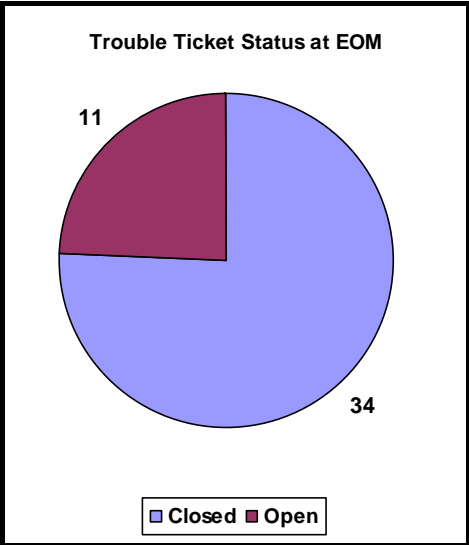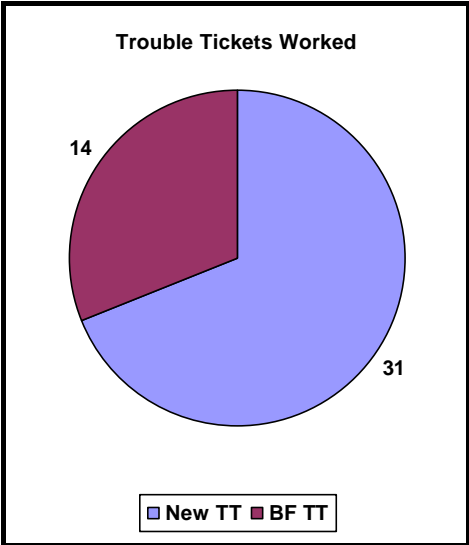13   Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

8

36

New TT ■ BF TT

Trouble Ticket Status at EOM

13

31

Closed ■ Open

Metrics on Closed Tickets:

Response Times

3, 10%   0, 0%

10, 32%

18, 58%

< 1 Day   ■ 1 - 5 Days
6 - 20 Days   □ > 20 Days

Resolution Levels

8, 26%

3, 10%

20, 64%

Level 1 - IDHS CHD
■ Level 2 - PMO
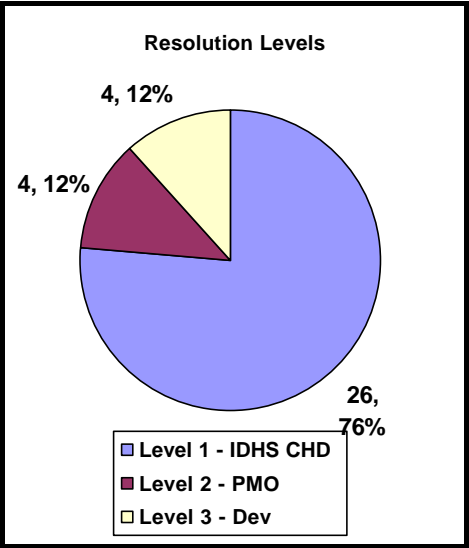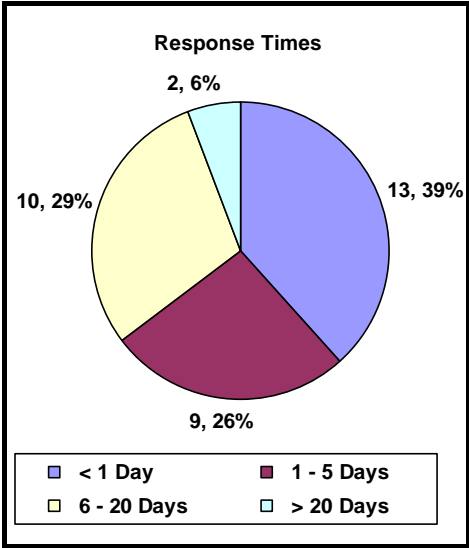Level 3 - Dev

JEDI OVERALL

31   New Tickets Logged
14   Tickets Brought Forward
45   Tickets Worked
34   Tickets Completed
11   Tickets Remaining Open
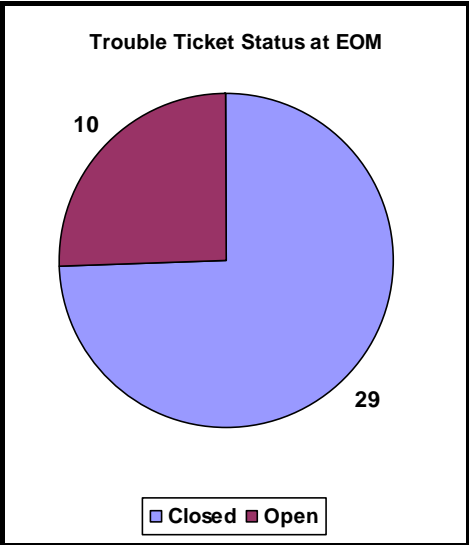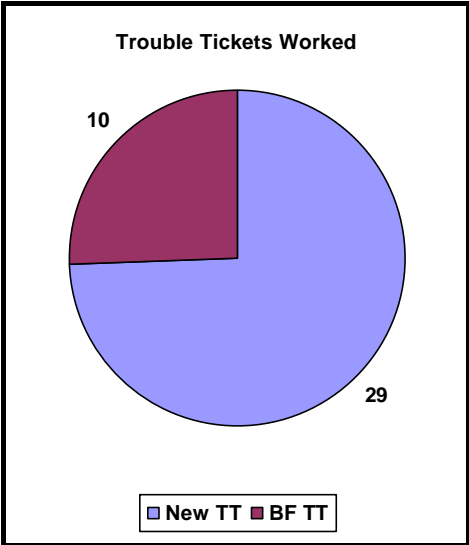
Metrics on All Tickets:

Trouble Tickets Worked

14

31

New TT   BF TT

Trouble Ticket Status at EOM

11

34

Closed   Open

Metrics on Closed Tickets:

Response Times

2, 6%

10, 29%

13, 39%

9, 26%

☐ < 1 Day   ■ 1 - 5 Days
☐ 6 - 20 Days   ☐ > 20 Days

Resolution Levels

4, 12%

4, 12%

26, 76%

☐ Level 1 - IDHS CHD
■ Level 2 - PMO
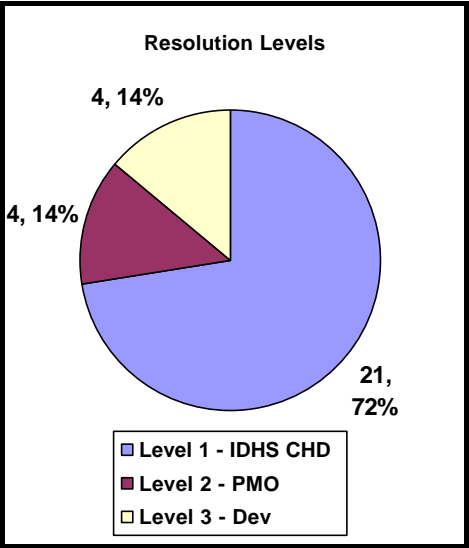☐ Level 3 - Dev
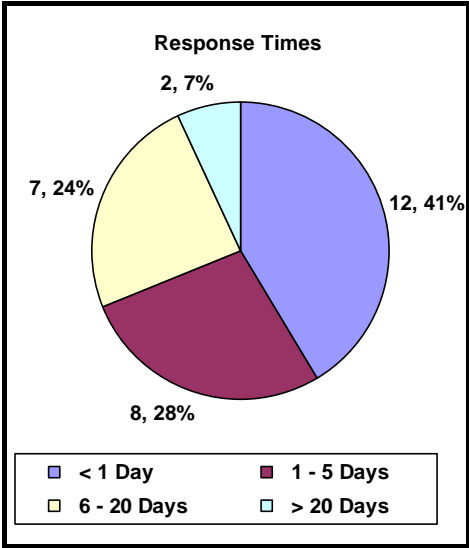
JEDI / AFDI

29   New Tickets Logged
10   Tickets Brought Forward
39   Tickets Worked
29   Tickets Completed
10   Tickets Remaining Open
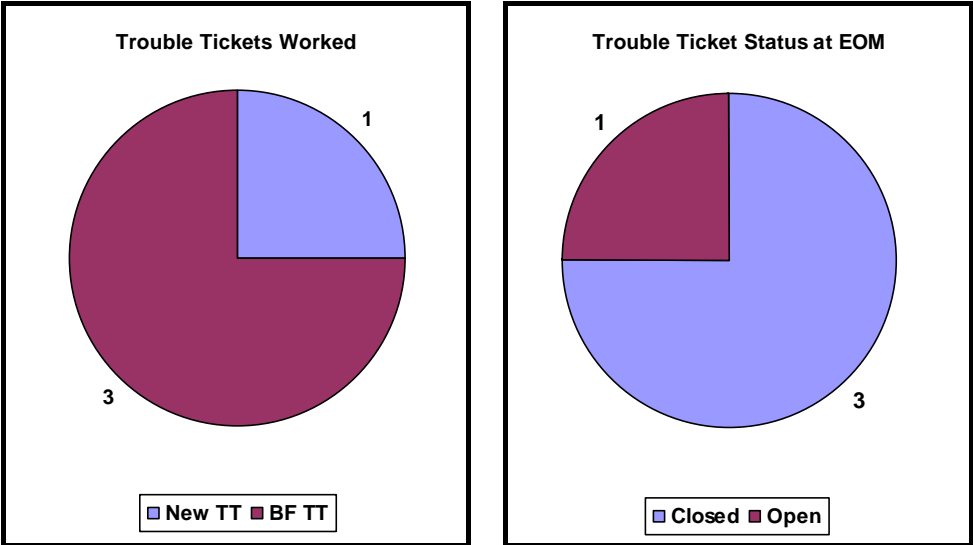
Metrics on All Tickets:

Trouble Tickets Worked

10

29

New TT ■ BF TT

Trouble Ticket Status at EOM

10

29

Closed ■ Open

Metrics on Closed Tickets:

Response Times

2, 7%

7, 24%

12, 41%

8, 28%

■ < 1 Day   ■ 1 - 5 Days
■ 6 - 20 Days   ■ > 20 Days

Resolution Levels

4, 14%

4, 14%

21, 72%

■ Level 1 - IDHS CHD
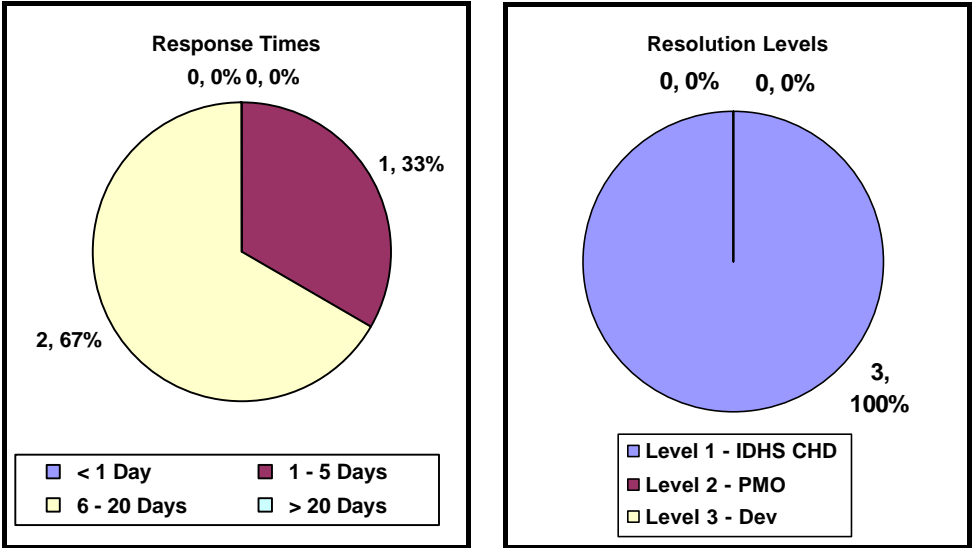■ Level 2 - PMO
■ Level 3 - Dev

JEDI / CSE-SS

1   New Tickets Logged
3   Tickets Brought Forward
4   Tickets Worked
3   Tickets Completed
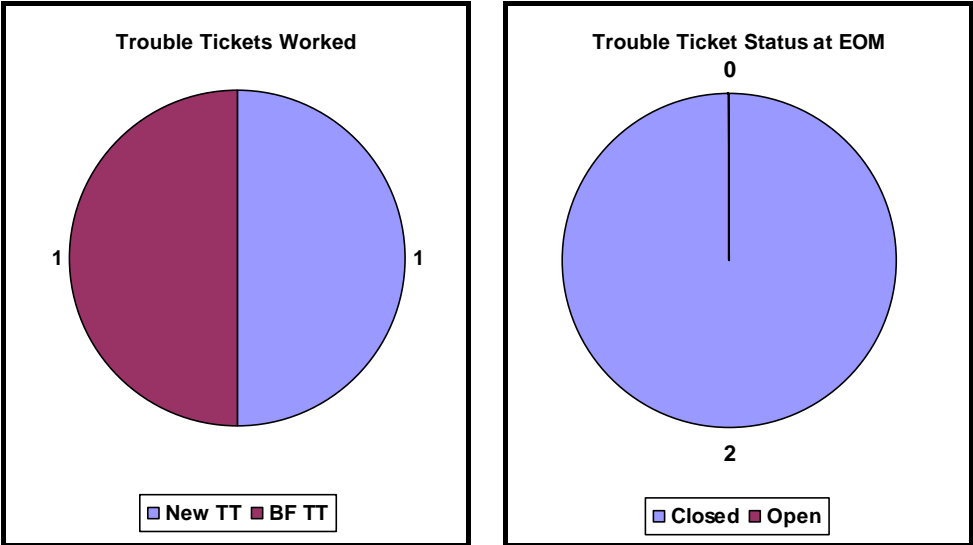1   Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

1

3

☐ New TT ☐ BF TT

Trouble Ticket Status at EOM

1

3

☐ Closed ☐ Open

Metrics on Closed Tickets:

Response Times

0, 0% 0, 0%

1, 33%

2, 67%

☐ < 1 Day   ☐ 1 - 5 Days
☐ 6 - 20 Days   ☐ > 20 Days

Resolution Levels

0, 0%   0, 0%

3,
100%

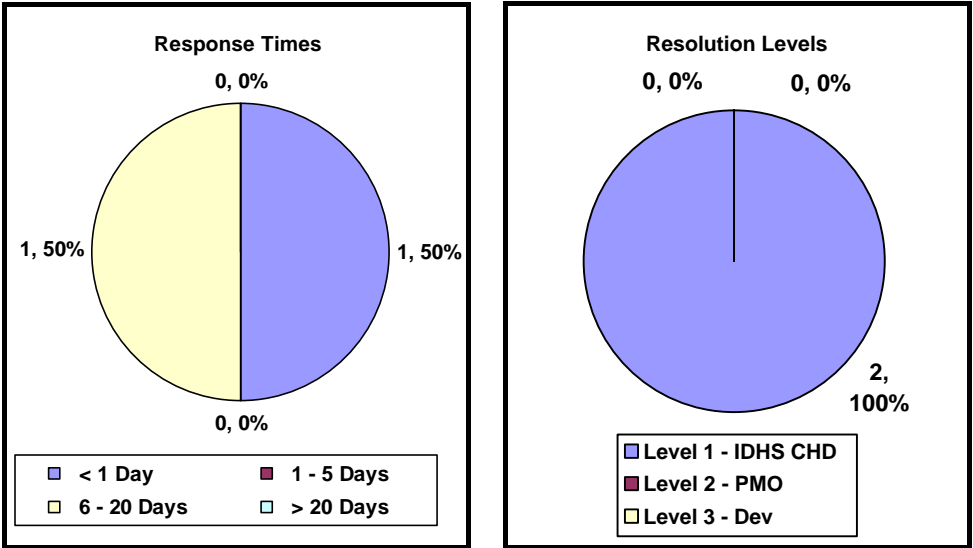☐ Level 1 - IDHS CHD
☐ Level 2 - PMO
☐ Level 3 - Dev

JEDI / JEDI

1   New Tickets Logged
1   Tickets Brought Forward
2   Tickets Worked
2   Tickets Completed
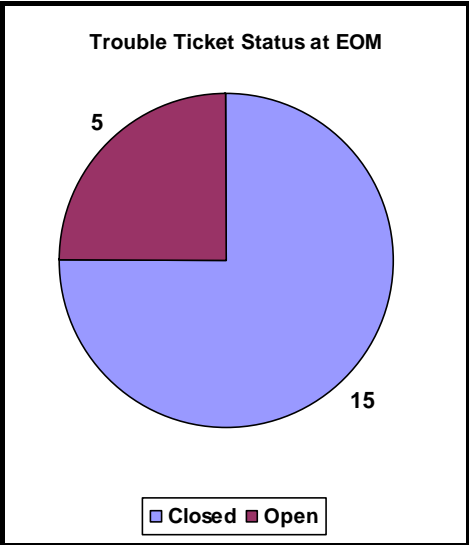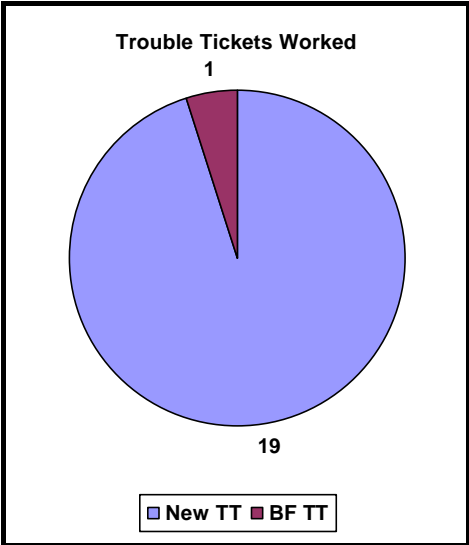0   Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

1   1

☐ New TT ■ BF TT

Trouble Ticket Status at EOM

0

2

☐ Closed ■ Open

Metrics on Closed Tickets:

Response Times

0, 0%

1, 50%   1, 50%

0, 0%

☐ < 1 Day   ■ 1 - 5 Days
☐ 6 - 20 Days ☐ > 20 Days

Resolution Levels

0, 0%   0, 0%

2, 100%

☐ Level 1 - IDHS CHD
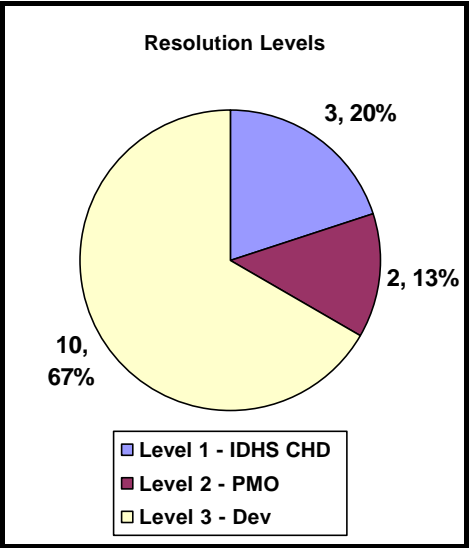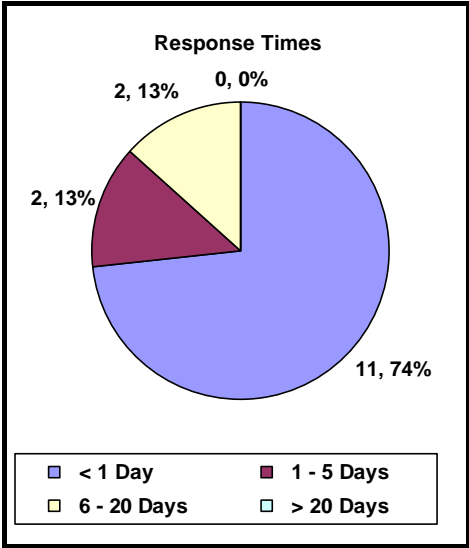■ Level 2 - PMO
☐ Level 3 - Dev

JTT OVERALL

19   New Tickets Logged
1   Tickets Brought Forward
20   Tickets Worked
15   Tickets Completed
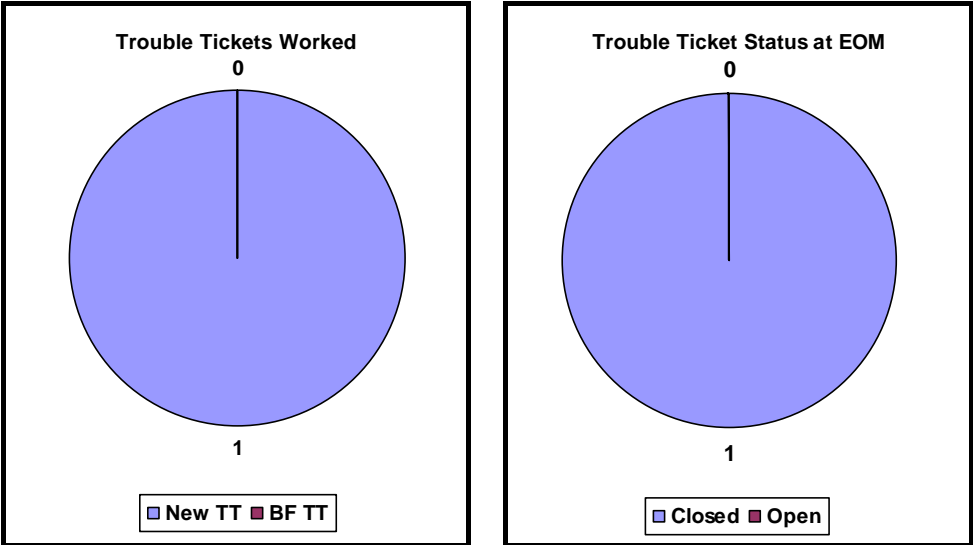5   Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

1

19

☐ New TT ■ BF TT

Trouble Ticket Status at EOM

5

15

☐ Closed ■ Open

Metrics on Closed Tickets:

Response Times

0, 0%

2, 13%

2, 13%

11, 74%

☐ < 1 Day   ■ 1 - 5 Days
☐ 6 - 20 Days   ☐ > 20 Days

Resolution Levels

3, 20%

2, 13%

10, 67%
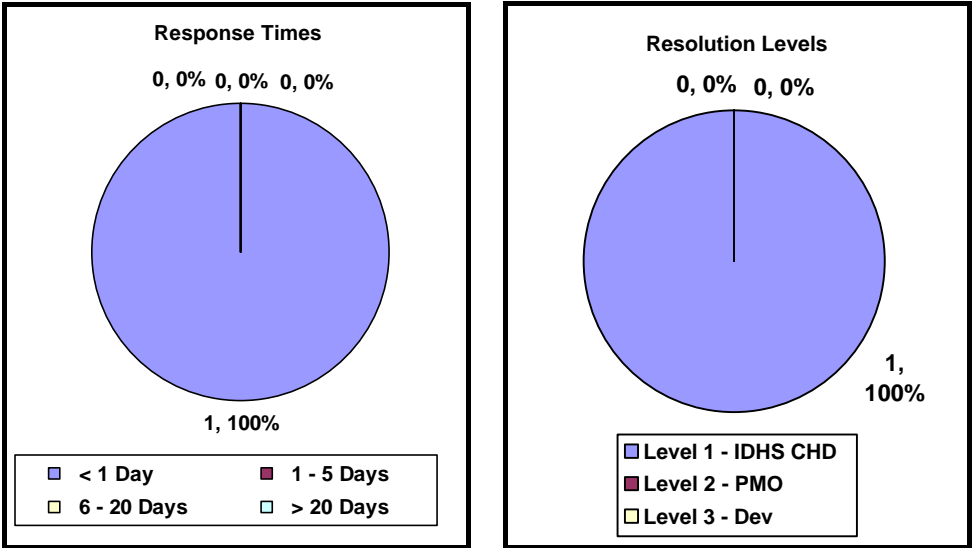
☐ Level 1 - IDHS CHD
■ Level 2 - PMO
☐ Level 3 - Dev

JTT / ITS

1　　New Tickets Logged
0　　Tickets Brought Forward
1　　Tickets Worked
1　　Tickets Completed
0　　Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

0

1

☐ New TT ☐ BF TT

Trouble Ticket Status at EOM

0

1

☐ Closed ☐ Open

Metrics on Closed Tickets:

Response Times

0, 0%　0, 0%　0, 0%

1, 100%

☐ < 1 Day　　☐ 1 - 5 Days
☐ 6 - 20 Days　☐ > 20 Days

Resolution Levels

0, 0%　　0, 0%

1, 100%

☐ Level 1 - IDHS CHD
☐ Level 2 - PMO
☐ Level 3 - Dev

JTT / JTT

18   New Tickets Logged
1   Tickets Brought Forward
19   Tickets Worked
14   Tickets Completed
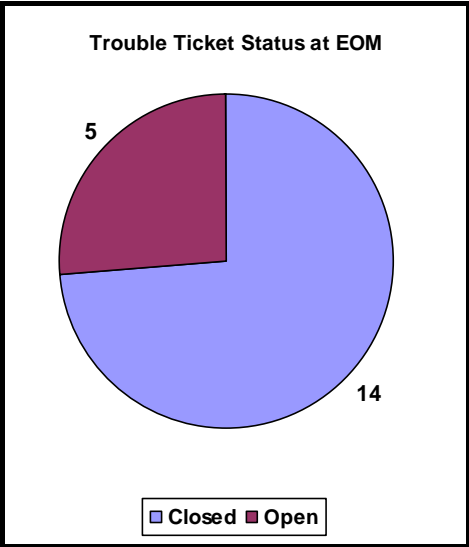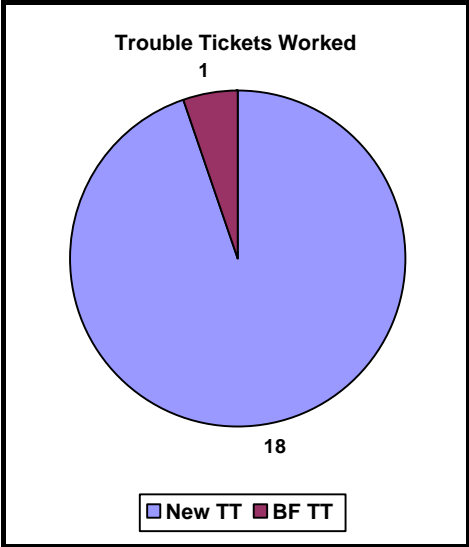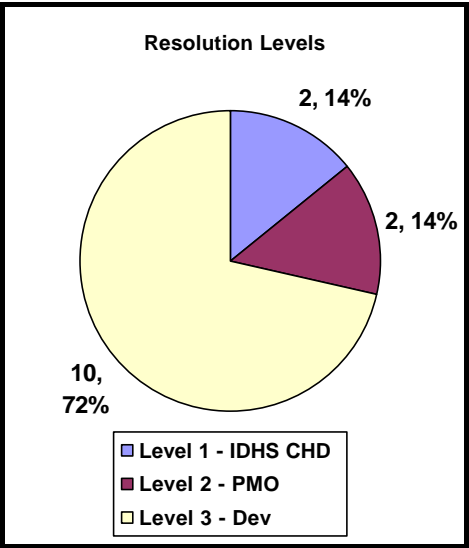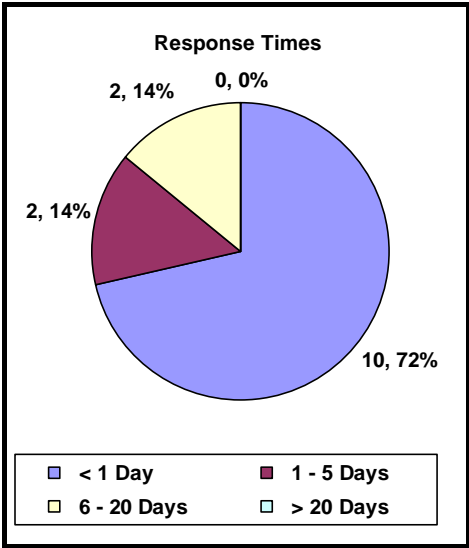5   Tickets Remaining Open

Metrics on All Tickets:

Trouble Tickets Worked

1

18

New TT   BF TT

Trouble Ticket Status at EOM

5

14

Closed   Open

Metrics on Closed Tickets:

Response Times

2, 14%   0, 0%

2, 14%

10, 72%

< 1 Day   1 - 5 Days
6 - 20 Days   > 20 Days

Resolution Levels

2, 14%

2, 14%

10,
72%

Level 1 - IDHS CHD
Level 2 - PMO
Level 3 - Dev

OTHER

4   New Tickets Logged
0   Tickets Brought Forward
4   Tickets Worked
4   Tickets Completed
0   Tickets Remaining Open

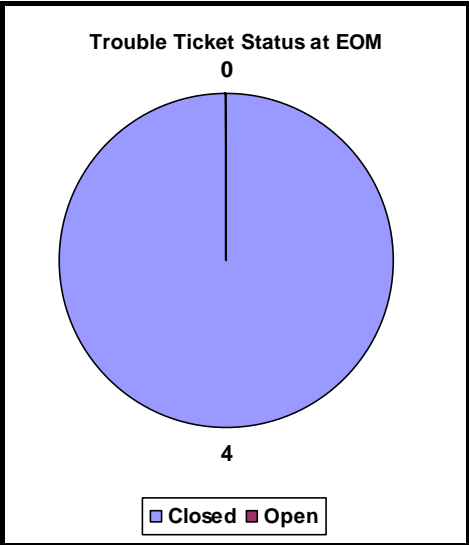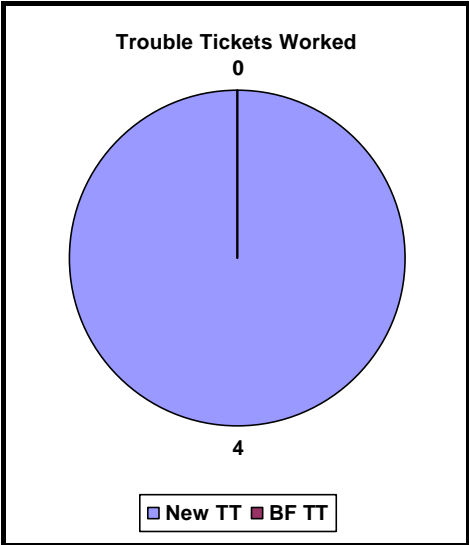### Metrics on All Tickets:

Trouble Tickets Worked
0

4

☐ New TT ☐ BF TT

Trouble Ticket Status at EOM
0

4

☐ Closed ☐ Open

Metrics on Closed Tickets:

Response Times

0, 0%   0, 0%

2, 50%   2, 50%

☐ < 1 Day   ☐ 1 - 5 Days
☐ 6 - 20 Days   ☐ > 20 Days

Resolution Levels

0, 0%   0, 0%

4, 100%

☐ Level 1 - IDHS CHD
☐ Level 2 - PMO
☐ Level 3 - Dev

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